



To: Dealer Principals
Dealer Parts Managers
Dealer Service Managers
Dealer Sales Managers

Subject: **Mega-Fleet SOS Orders**

Date: May 7, 2007

We are beginning our third week of implementation of the Hino Truck's Mega Fleet Program. More than 30 dealers have already used the program and in excess of 200 orders have been processed. Every indication is that we have experienced a smooth launch. Thank you for enrolling as a Participating Mega-Fleet dealer and for your business!

After almost four months of live testing we experienced our first Penske SOS order. SOS orders are outside the system and must be handled manually. They represent less than ½ of 1 percent of all orders. Since these are "outside" the system, dealers are free to charge reasonable and customary prices and as such are not bound by the Mega-Fleet price.

SOS Orders normally arise when a Penske truck is down and the end customer calls the SOS emergency hotline for assistance. The SOS group determines if there is a Penske District Shop nearby that can be dispatched. When that occurs, the Penske shop will provide you with the normal Mega-Fleet PO and you will process through Corcentric as usual. In this case, you will most likely be unaware that it was an SOS order.

Occasionally a Penske customer is down and there is no local Penske Shop available. In those rare occasions one of two things will happen:

1. The independent agent (vendor) pays for the parts directly. In this case dealers are also not likely to know it was an SOS order. These too are processed outside the system.
2. Penske's independent agent will ask the SOS group to provide Hino Truck dealers with a purchase order. The SOS group may even work directly with your parts department in specifying correct part numbers. In this rare case you will be provided an SOS order by phone, fax, or email. The SOS purchase order number will always begin with "0551". This PO cannot be submitted through the Mega-Fleet system and the Mega-Fleet price level is optional. Dealers are expected to charge reasonable and customary prices.

SOS invoices should be directed by mail or fax to:

**Penske OTR
PO Box 981436
El Paso, TX 79998-1436
or Fax: (915) 225-2809**

Normally you will be paid by Penske OTR within 7 to 10 days of invoice receipt.



To summarize, you will be required to manually invoice the El Paso address whenever the SOS group provides your parts department with a SOS Purchase Order. These orders cannot be processed through Hino Trucks Mega-fleet Corcentric website.

We are working with Penske Corporation to bring SOS orders under the umbrella of our normal Mega-Fleet processes. Until that is resolved, we ask you to follow the manual billing procedures described above for SOS orders only. We apologize for this exception and inconvenience, but as of today, the SOS system is not integrated with Penske's electronic matching system.

We thank all of you for your support and the incremental profit that will ultimately accrue to all parties. As stated in previous announcements, should you have any questions or concerns call the Hino Parts Help Desk:

- Help Desk Hours: Monday through Friday 7:00 AM to 7:00 PM Central Standard Time
- Help Desk Phone: (866) 372-4466
- Help Desk E-mail: HelpDesk@Hino.com

Thank you for supporting this program and your business.

Regards,

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